Remington Arms Co., Inc. Product Service Legal Case #:4843

Case Information

Date Opened Date Opened(PS) **Date Closed Incident Date** Lit Obsolete Pre Lit 11/18/2010 11/17/2010 10/25/2010 210749

Customer Information

First Name Last Name Street City Zip Contact Business State Type Age 542 Chestnut St 18049 H 610-966-2197 Reporter Edward J Loughlin, Jr **Emmaus** PA

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

Cause: 4015 Improper Maintenance PD

S **FSR** Concern: 1007 Fired on Safe Release

Unknown

C

10/25/10 Per call from Loughlin, he saw the CNBC broadcast and said his wife had an FSR with his rifle about 20 yrs ago and she swore she did not touch the trigger. Now he wants to get it repaired. I asked how he cleans the trigger and he said he puts RemOil on it. He said that last year he pulled the trigger and it did not fire however he's never experienced a FSR with the rifle.cm

Firearm Information

Mfg. Remington

Type CF/BA

Model/Ga. 700/30-06 SPR SKU n/a

Serial 6293770 DOM

Date Purchased

Where Purchased

Accessories

Original Owner

DT

1/1/1970

JERRYS OLYPHANT PA

U

CONCERN:MISSFIRES

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement

Release of Claims

Release Date

Reimbursement

Cash Settlement Reim.

Date APV

Cash Date APV

Per Ilion, replace TPA, clean at BLSM price

Repair/Replacement Cost Repair/Replacement Date

30.23

11/18/2010

10/25/10 Sending box, 1151993 and ARS.cm 11/18/10 Per Loughlin, charges approved.cm Per Ilion, trigger assm is contaminated with a dried and sticky lubrication residue causing parts to work sluggish and bind.can offer to replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping.cm

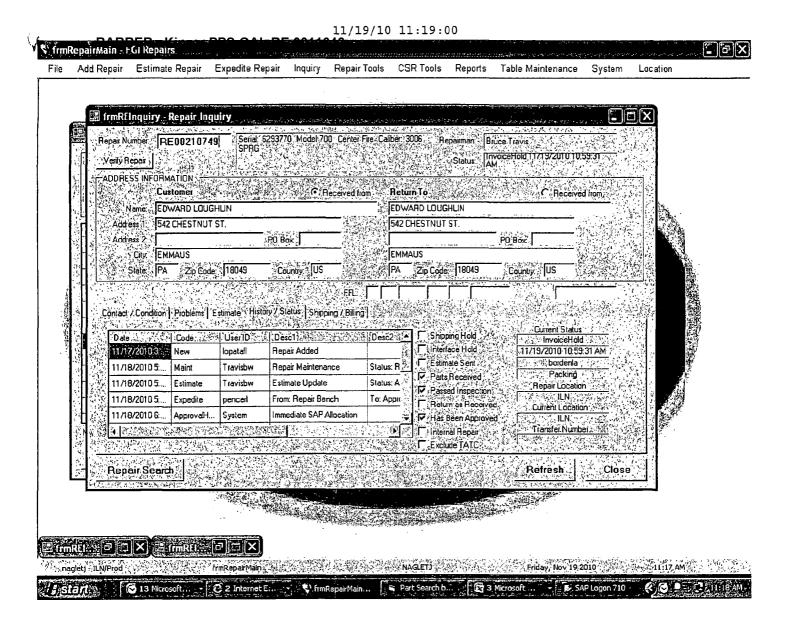
Examination[Remington/CF/BA]

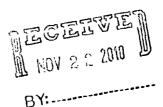
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/18/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE FIRST TIME I CHECKED THE TRIG PULL THE SEAR WOULD NOT MOVE. I HAD TO FREE THE SEAR TO GET READINGS.
	Description		22" 30-06 SPR
	Date Code		DT
	Bore Plugged	False	
	Bulged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4843&Type=Case

11/18/2010

1		S GAL RE 0011:	
Barrel	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Wom; Functioning	
	Fore End Condition		
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.008
Sear	Notch	Slightly Worn; Not Functioning	
	_	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	DIRTY AND STICKY, TRIG IS BINDING, SEAR SLUGGISH
Trigger	Pull	Select	4#
		False	<u> </u>
	Sub-Assembly	M/700 Bolt Lock	





BARBER - Kinzer PPS GAL RE 0011343

Remington

4443

2211 079/70 ,008

October 25, 2010

Edward J Loughlin, Jr 542 Chestnut St. Emmaus, PA 18049

Subject: #4843, Model 700

Dear Mr. Loughlin,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached letter with the firearm. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell Consumer Affairs Administrator Phone: 800-243-9700, ext 8684 christy.mitchell@remington.com



TRIG ASSM. IS CONTAMINATED

WITH A DRIED + STICKY CUBRICATION

RESIDUE CAUSING PARTS TO WERK

Sluggish + BIND. CAN offer to

RIP INCE TRA, CLEAN + TEST fire

under BOLT LOCK PROGRAM

RON & 20.00 + Ship

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025

Phone 800-243-9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: REMING-TON 700	Serial Number: 6293770				
Are you the original owner?: YES NO					
Name: EDWARD J LOUL-HAIR JR	Date of Purchase: 1970				
Address (no PO Boxes): 541 CHESTINUT ST					
city: Emmaus	State: 199 Zip: 18049				
Phone (Daytime): 610966 2197	Fax:				
E-mail Address:(if e-mail address is provided, notification	of receipt and shipment will be				
sent)					
E-mail Address:					
I would like to receive future e-mail updates from Rer	nington.				
Please describe your problem and date of occurrence					
	<u>A</u>				
1- MISFIRE	<u>517</u>				
4 TIMES SQUEES	ED TRILLER + NO				
	ED TRILLER X NO				
4 TIMES SQUEES FIRE 5TH TIME IT					
FIRE 5TH TIME IT					
FIRE 5"TIME IT	FIRED				
FIRE 5THTIMEIT	FIRED				
FIRE 5"TIME IT	FIRED				
FIRE 5THTIME IT 500 characters left Ammunition Information: REMINOTON Manufacturer: REMINOTON	FIRED				
FIRE 5TH TIME IT 500 characters left Ammunition Information: REMINOTON Manufacturer: REMINOTON Other (i.e. bullet weight/type, shot size, powder):	Type: 150 GRAIN 3006				
FIRE 5TH TIME IT 500 characters left Ammunition Information: REMINOTON Manufacturer: REMINOTON Other (i.e. bullet weight/type, shot size, powder):	Type: 150 GRAIN 3006				
FIRE 5TH TIME IT 500 characters left Ammunition Information: REMINOTON Manufacturer: REMINOTON Other (i.e. bullet weight/type, shot size, powder):	Type: 150 GRAIN 3006				
FIRE 5TH. TIME IT 500 Characters left Ammunition Information: REMINGTON Manufacturer: REMINGTON Other (i.e. bullet weight/type, shot size, powder): Handload Information: NO FACTOR	Type: 150 GRAIN 3006				

REMINGTON,

ABOUT 20 YEARS UNKCADING MY REM 700 3006 I TOOK SAFETY OFF SO I LOURD MOVE BORT TO UNKOAD GUIN AND IT MISFIRED NO TRILLER WAS TOUGHED AT ALL I COULDN'T EXPLANE WHAT I DID AFTER SEEING THE SHOW ON MONBE ABOUT THE REM 700 MISIFIRE PROBLEN IT ALL CAME BACK TO ME WHAT HAPPENED TO ME . LAST YEAR I WENT TO SQUEESE A ROUND OFF AND NOTHING HAPPENGO, BY THE TIME I PUT THE 5TH ROUND IN IT FIRED. AFTER 40 YEARS OF OWNING THIS FIRE ARM I LOVE TO SHOOT IT & I DON'T WANT A MISS FIRE AGAIN OR PASS THE PROBLEM ON TO SOMEONE ELSE, PLEASE LET ME KNOW FIRST ANY COST OF PARTS I MAY HAVE TO PAY PIRST WITH A PHONE CALL - 610 966 2197.

> THANK YOU Edwert Turche

EDWARD I LOUGHLIN IR

REM 700 3006 5-6293770



Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/25	/2010 REQUESTED BY:	christy	
QUANTITY:	1	WEIGHT PER PACKA	GE:	10
PLEASE CHECK ONE. MEDIA				
COORDINATOR			xxxxxxxxxxx	
TO MAIL		I WILL MAIL		
DESCRIPTION:				
	•	700		
	629	93770		

LABEL INFORMATION

MAIL LABEL TO:	Edward J Loughlin Jr 542 Chestnut St Emmaus, PA 18049
RETURN ITEM TO	Rem Product Service

PUBASE COMPUBIE ALL PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

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OCT 26, 2010 ALL CURR USD
ACT UT 10.0 LBS
                                                  1 OF 1
4xx596
SVC GNOCOM
TRACKINCH 17.4XX5969066206961
REF 1:EDUARD J LOUGLIN JR/CD/CM
REF 2:700/6293770
HANDLING CHARGE 0.00
                                         SVC T/P USD
RS 0.50
SINGLE-PIECE PUB RATE CHRGS:
                      COD 0.00
DC 0.80
                                          SD 0.00
                            0.00
                                          SP 0.00
7.45
                      PR
                             0.00
                            PUB+HAMDLING
90.0 HA
101 PUB CHG 7.45
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